



City of Des Moines, Washington

JOB DESCRIPTION



MARINA OFFICE MANAGER

Regular, Full-time

Salary Grade: G-19

FLSA Status: Overtime Eligible

Union Status:

Non-represented

EEO Category:

Administrative Support

Nature of Work

Under the general supervision of the Harbormaster, the Marina Office Manager manages and supervises the programs and daily activities of the Marina Office. Responsibilities include managing the moorage and billing programs, assisting with the development and monitoring of marketing programs, supervising office staff, and providing administrative support to the Harbormaster, Maintenance Manager and Service Manager. In the absence of other supervisory staff, the Marina Office Manager will also oversee the Harbor Attendant and Harbor Aides.

Essential Functions

- Supervises the daily activities of the Marina Office.
- Manages and operates the Marina's computer programs including but not limited to permanent moorage, winter moorage, shared moorage, key card database, parking lot database, job order database, and accounting system database.
- Monitors the moorage assignment process to ensure that procedures are followed, contracts are signed, and files are complete.
- Monitors weekly contract fuel prices and works with the Finance Department to set retail fuel prices and maintain fuel inventory controls.
- Resolves revenue related problems and issues involving Marina Policy and Procedures with tenants and customers.
- Evaluates, trains, and supervises assigned staff.
- Assists with the preparation of the Marina Administration's budget. Monitors and controls expenditures in accordance with City budget policies.
- In the absence of the Maintenance Manager and the Service Manager, responds to and acts as on-site supervisor for emergency situations like sinking boats and fuel spills. Communicates with the Coast Guard and/or other agencies concerning emergencies or boating safety matters.
- In the absence of the Assistant Harbormaster, the Maintenance Manager and the Service Manager, acts as shift supervisor, monitoring and supervising the activities of Harbor Attendants and Harbor Aides.
- Manages the rental of the dry-sheds and long-term storage spaces.
- Creates and mails monthly billings.
- Collects fees and applies payments to appropriate accounts.
- Reconciles daily receipts and prepares necessary reports, including daily deposits.
- Refers delinquent accounts to the City's collection agency for collection.
- Develops and distributes the Marina newsletter quarterly.

- Maintains, balances, and distributes petty cash account.
- Provides administrative support to the Harbormaster including performing research, scheduling meetings, managing correspondence and reports, and maintaining files.
- Orders and maintains office supplies.
- Prepares payroll recap forms. Maintains and tracks time sheets, vacation and sick leave requests.
- Provides notary services.
- Answers the telephone and directs calls to appropriate personnel.
- Provides initial citizen contact, answers inquiries or directs them to appropriate personnel.
- Provides necessary support services to the Service Manager to ensure that tenants comply with vessel size and ownership rules.
- Attends and participates in industry associations.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- General knowledge of the recreational boating industry, marine charts and navigation aids local to the area.
- Knowledge of emergency response procedures in the Puget Sound area.
- Working knowledge of standard business office practices and procedures.
- Knowledge of basic accounting principles.
- Ability to proficiently operate a personal computer, including the use of Word, Excel, PowerPoint, Publisher, and Outlook or similar programs.
- Ability to formulate and implement service programs that meet the needs of the Marina's customers.
- Ability to read Puget Sound Tide tables with local corrections.
- Ability to accurately perform basic math (add, subtract, multiply, divide).
- Ability to accurately calculate discounts and apply interest.
- Ability to accurately process cash and credit card receipts in a timely manner.
- Ability to create and understand the financial and management reports needed to operate the Marina.
- Ability to effectively communicate the benefits of the Marina's service programs to the boating public using a variety of media.
- Ability to effectively deal with employees, management, and the public on a one-to-one or group basis.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan and organize work.
- Ability to perform the essential functions of the position.

Education and Experience Requirements

- High School Diploma or Equivalent. Associate Degree in Business, Accounting, Marketing, Hotel Management, Computers or related field preferred but not required.

- Five years' marina or related experience.

Special Requirements

- Must obtain Notary certification within six (6) months of employment.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

Work is performed in an office setting. Occasional attendance at night meetings, early meetings, and weekend events may be required. Occasional travel to off-site locations is required. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to sit for extended periods of time, and the ability to bend and stretch to retrieve and maintain files and records.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated 2011.